

Student's Name/Initials

/

Date

Teacher's Initials

Date

HOSPITALITY MANAGEMENT AND OPERATIONS 2

DIRECTIONS: Evaluate the student using the applicable rating scales below and check the appropriate box to indicate the degree of competency. The ratings 3, 2, 1, and N are not intended to represent the traditional school grading system of A, B, C, and D. The description associated with each of the ratings focuses on the level of student performance or cognition for each of the competencies listed below.

PERFORMANCE RATING

- 3 - Skilled--can perform task independently with no supervision
 2 - Moderately skilled--can perform task completely with limited supervision
 1 - Limitedly skilled--requires instruction and close supervision
 N - No exposure--has no experience or knowledge of this task

COGNITIVE RATING

- 3 - Knowledgeable--can apply the concept to solve problems
 2 - Moderately knowledgeable--understands the concept
 1 - Limited knowledge--requires additional instruction
 N - No exposure--has not received instruction in this area

A. Career Exploration

3 2 1 N

- ___ ___ ___ ___ 1. Model professional and ethical behavior on the job.
 ___ ___ ___ ___ 2. Research postsecondary and scholarship options.
 ___ ___ ___ ___ 3. Present individual career portfolio.

B. Safety

3 2 1 N

- ___ ___ ___ ___ 1. Assess emergency procedures for internal and external disasters.
 ___ ___ ___ ___ 2. Critique consumer protection laws.

C. Management

3 2 1 N

- ___ ___ ___ ___ 1. Identify effective leadership styles.
 ___ ___ ___ ___ 2. Describe the organizational structure and functions of management.
 ___ ___ ___ ___ 3. Demonstrate conflict management and resolution skills.
 ___ ___ ___ ___ 4. Devise teambuilding activities.
 ___ ___ ___ ___ 5. Explain the importance of diversity in the workforce and in management.

D. Marketing and Sales

3 2 1 N

- ___ ___ ___ ___ 1. Describe the relationship between marketing and sales.
 ___ ___ ___ ___ 2. Classify the marketing segments.
 ___ ___ ___ ___ 3. Describe the basic marketing concepts.
 ___ ___ ___ ___ 4. Identify the benefits of a computerized database in the sales office.
 ___ ___ ___ ___ 5. Model the seven steps in the sales process.
 ___ ___ ___ ___ 6. Develop a marketing plan.

E. Food and Beverage

3 2 1 N

- ___ ___ ___ ___ 1. Classify the food service industry by its markets.
 ___ ___ ___ ___ 2. Identify front of the house and back of the house functions.
 ___ ___ ___ ___ 3. Evaluate food service safety and sanitation industry standards.
 ___ ___ ___ ___ 4. Demonstrate proficiency in mathematics essential in the food and beverage industry.
 ___ ___ ___ ___ 5. Develop a restaurant menu.
 ___ ___ ___ ___ 6. Outline the process of catering and event planning.